

## **Administrative Team Standard Operating Procedures**

**Job Title:** Office Technician

**Job Summary:** Assist the Application Administrator with reports, training for fleet customers, and the testing of FleetAnywhere upgrades. Other job duties are assigned by the Application Administrator as needs arise.

### **Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)**

- **Assist the Application Administrator in creating and maintaining reports for customers.** (AN)
- **Provide training support for the Application Administrator.** Support duties include making arrangements for refreshments, ensuring there are enough training materials (manuals, pens, notepads, etc) prepared and that the computers in the training room are set up and ready for trainees when they arrive. As people arrive at training the Office Tech helps greet people, take role, and hand out materials. During the training sessions the Office Tech should let the Application Administrator know when the refreshments have arrived, help trainees as needed when individual questions arise, and assist the Application Administrator with any technical problems that come up with the test server. Finally the Office Tech is to assist the Application Administrator with any clean-up in the room once the training is over. (AN)
- **Assist the Application Administrator in the testing of FleetAnywhere upgrades.** In addition the Office Tech is responsible to update any name changes in FleetAnywhere applications when an upgrade is sent to users. (AN)
- **Assist the Application Administrator as directed.** The Office tech is assigned various projects by the Application Administrator depending on the time of the year and the current priorities designated by Division Management. Any questions about assigned projects and deadlines for completion should be directed to the Application Administrator. (AN)

### **Miscellaneous information to be used as a reference to complete the tasks or processes listed above**

- Paul is working on gathering information and will add reference sheet of miscellaneous information the next time this SOP is updated.

### **Person(s) that backs me up when I am on vacation or sick?**

- The Application Administrator (currently Angie Watson) or the other Office Tech (currently Andy Wright)